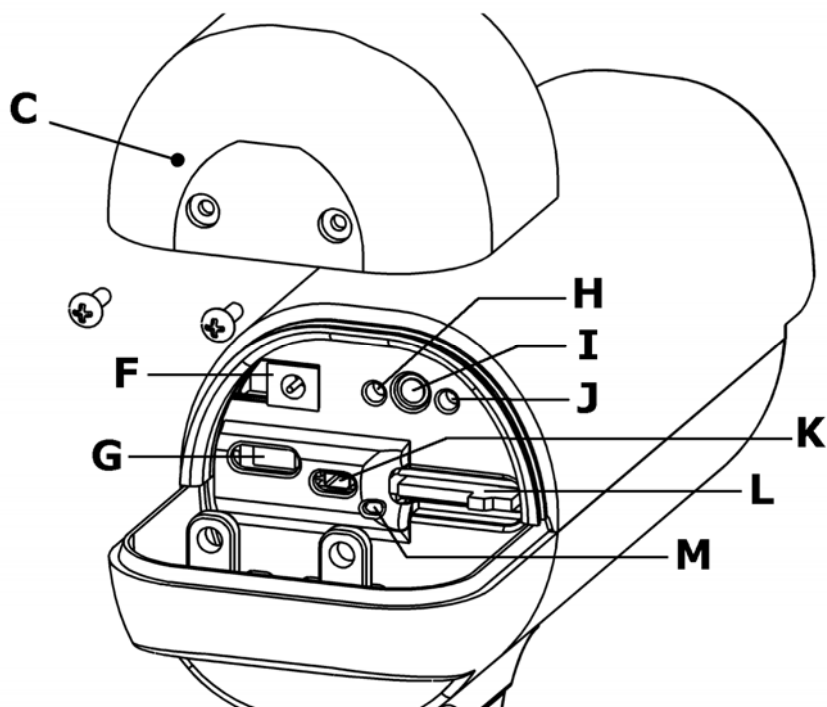
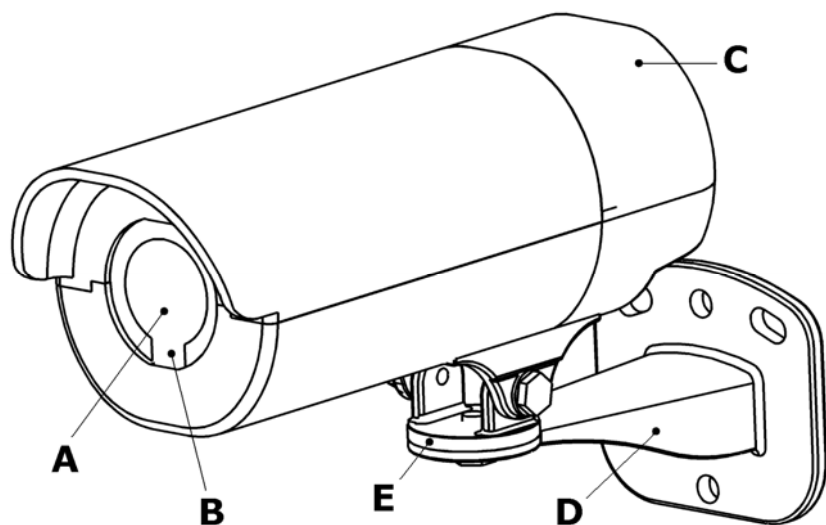
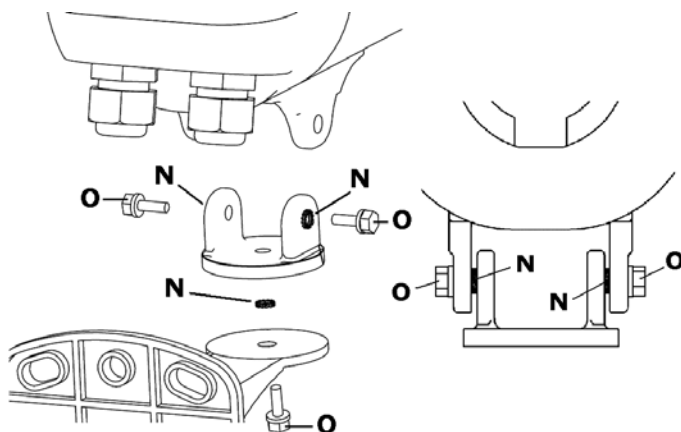
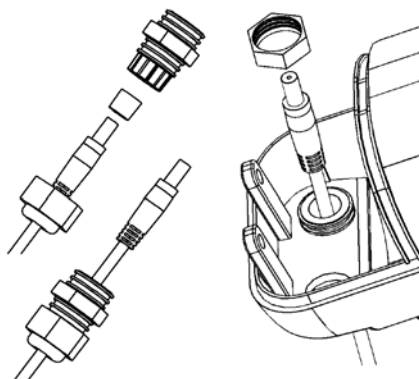
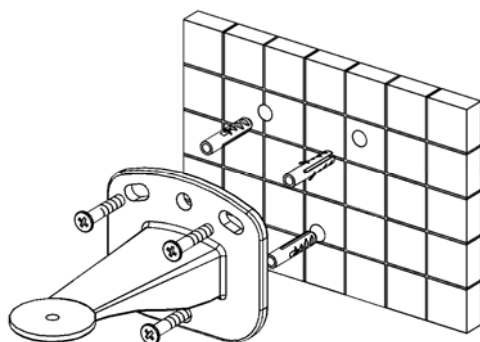
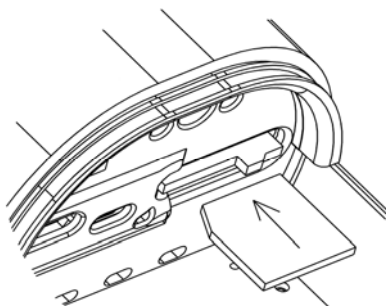
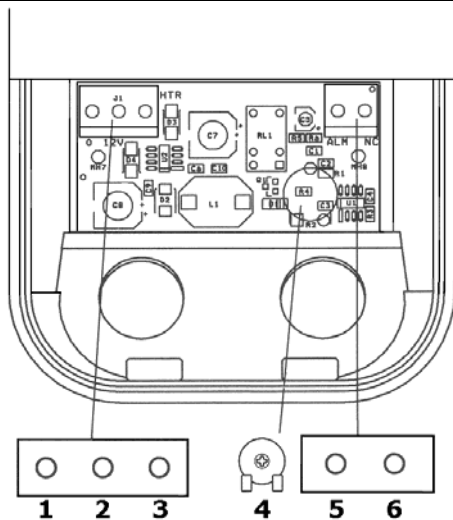


## CAMSCC3G

3G CAMERA







# User manual

## 1. Introduction

To all residents of the European Union

### Important environmental information about this product



This symbol on the device or the package indicates that disposal of the device after its lifecycle could harm the environment.

Do not dispose of the unit (or batteries) as unsorted municipal waste; it should be taken to a specialized company for recycling.

This device should be returned to your distributor or to a local recycling service.

Respect the local environmental rules.

### If in doubt, contact your local waste disposal authorities.

Thank you for choosing the Velleman! Please read the manual thoroughly before bringing this device into service. If the device was damaged in transit, don't install or use it and contact your dealer.

## 2. General Guidelines

Refer to the **Velleman® Service and Quality Warranty** on the last pages of this manual.

- Protect this device from shocks and abuse. Avoid brute force when operating the device.
- Protect the device against extreme heat and dust.
- Familiarise yourself with the functions of the device before actually using it.
- All modifications of the device are forbidden for safety reasons.
- Only use the device for its intended purpose. Using the device in an unauthorised way will void the warranty.
- Damage caused by disregard of certain guidelines in this manual is not covered by the warranty and the dealer will not accept responsibility for any ensuing defects or problems.
- A qualified technician should install and service this device.
- Note that damage caused by user modifications to the device is not covered by the warranty.

## 3. Features

- remote video security using the 3G mobile phone network
- with night vision IR LEDs
- built-in heater to prevent condensation and enables operation at low temperatures
- up to 20 mobile 3G-phones can connect to the camera - security code protected

## 4. Overview

Refer to the illustrations on pages 2 and 3 of this manual.

<b>CAMSCC3G</b>	<b>H</b>	battery status LED
<b>A</b> lens	<b>I</b>	microphone
<b>B</b> IR LEDs	<b>J</b>	network status LED
<b>C</b> back cover	<b>K</b>	mini USB port
<b>D</b> wall mounting bracket	<b>L</b>	USIM card slot
<b>E</b> camera mounting bracket	<b>M</b>	reset button
<b>F</b> 12VDC input	<b>N</b>	washer
<b>G</b> on/off switch	<b>O</b>	bolt

<b>interior</b>		
<b>1</b> ground	<b>4</b>	alarm trigger: 0 ~ 3 minutes
<b>2</b> +12VDC	<b>5</b>	alarm
<b>3</b> heater	<b>6</b>	normal closed (NC)

## 5. Preliminary settings

### Turning on the device

- The camera can be switched on/off using the Power Supply Switch **[G]**.
- To turn on or switch off the device move the switch **[G]** from the “OFF” to the “ON” position or vice versa using a small flat screwdriver.

## 6. Installation

- A USIM card (not included) must be inserted into the device before it can be used, disabling its PIN code using a video phone.
- Check to ensure that the device is switched off and the AC adaptor is unplugged before inserting or removing the USIM card.
- The device will not function properly unless a USIM is inserted. In this case, the device will note an anomaly and a red light will appear on the LED Network **[J]** and BATTERY **[H]** LEDs.
- Insert the USIM card as shown in the illustration on page 3 of this manual into the slot **[L]**. Remember to lock the USIM card after it is inserted by sliding the lock to the left.

**Note 1:** Check to ensure that the USIM card has been inserted as illustrated in the figure.

**Note 2:** Take care when inserting the USIM card, since the metal contacts on the USIM card can be easily damaged/scratched.

### Suggestions for installing the device

- Do not position the device in front of light sources (to avoid overexposure).
- Do not place any objects within a 1 meter radius of the internal visual angle of the device (images could be unintelligible).
- Do not position the device in a basement; it may not have network coverage.
- Do not cover the device's video camera with an object during a video call (image quality may be compromised).
- Do not cover the device with objects containing metallic materials (signal quality may be compromised).

### Fastening the cable glands

Refer to the illustration on page 3 of this manual.

### Fastening the bracket

Refer to the illustration on page 3 of this manual.

### Fastening the camera to the bracket

Refer to the illustration on page 3 of this manual. Make sure to insert the washers **[N]** in the indicated places.

### Terminal box wires and cabling

Refer to the illustration on page 3 and the overview in §4 of this manual.

## 7. Administrator management

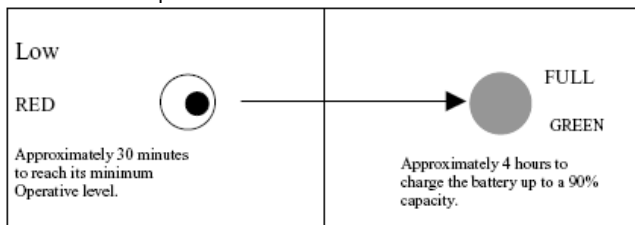
### Administrator management and alarm calls

- The administrator – the person authorised to send configuration commands – is defined when the first video call to the device is made.
- When asked for a PIN number, enter the code found inside the bag stored in the device's box.
- The CAMSCC3 will call the administrator number during an alarm.





## 8. Activation

### Connecting the Charger

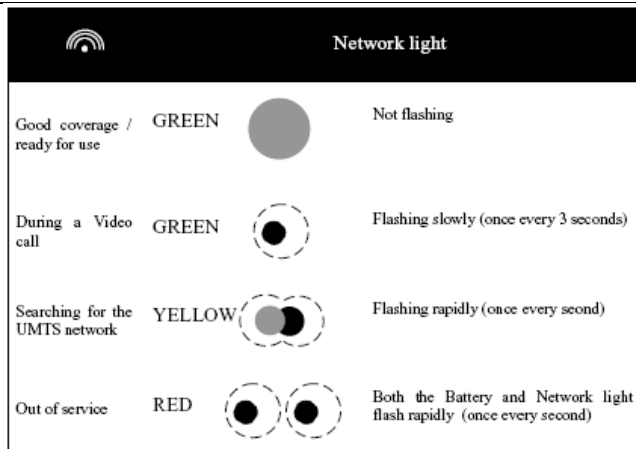
- Insert the charger into the CAMSCC3G as indicated in the illustration on page 3 of this manual.
- Plug the charger into the 12VDC input **[F]**.
- The Battery and Network lights on the device will turn red and flash rapidly (once every second) on an off during this first phase.
- Once the device registers that a charger has been inserted, the battery LED **[H]** will turn on. Battery status is described in the figures below.
- If the battery LED **[H]** is red and flashes rapidly (once every second), it is out of charge. The battery takes approximately 30 minutes to charge up to its minimum operative level. Do not switch on the device if the battery is below its minimum operative level. If the battery LED **[H]** is on and flashing slowly (once every 3 seconds), the battery has been charged up to its minimum operative level.



- Battery status is described in the figure below.

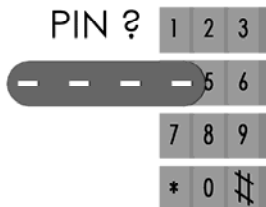
Battery light		
Very low	RED 	Flashing rapidly (once every second)
Low	RED 	Flashing slowly (once every 3 seconds)
Medium	YELLOW 	Flashing slowly (once every 3 seconds)
Full	GREEN 	Not flashing

- The network LED **[J]** will display a yellow light while the device searches for the UMTS network. This will then turn green and start flashing rapidly. The LED will show battery levels after it has measured battery capacity. Network status is described below.
- Once the device is connected to the network, the network LED **[J]** will turn green and stops flashing.
- The device and all its functions are ready for use once the network LED **[J]** turns green and the battery LED **[H]** displays the level charge the battery has.



### Activating the service

- Follow the instructions below to carry out the authentication procedure and activate video services.
- Video call the CAMSCC3 with a video phone (dial the number of the device and activate the video call function from the video phone).
- A request will be made for a four (4) digit PIN code – found inside the devices' box. This will activate the transmission of images recorded by the CAMSCC3G. The illustration below will be displayed on your video phone.



- Enter the PIN code by pressing the appropriate keys on your video phone.
- The device will then check the PIN code you entered. If the PIN code is correct, that telephone number will be added to the device's memory (saved in a list of authorisations). The number used to make the first call to the device to establish a connection will be given the title of Administrator. If the PIN code is incorrect you have two more chances to enter the correct PIN code.

**Note 1:** The device will automatically disconnect a video call after 3 failed attempts to enter a PIN code, or after 1 minute.

- Once authenticated, the device will emit a sound to indicate that the video call has begun. Images recorded by the CAMSCC3G can then be seen in real time.
- A PIN code must only be entered the first time the video call services are used. Once the number is added to the device's memory (List of Authorisations), it will always be permitted to connect to the device without the need to enter a PIN code.

### Disconnecting a video call

- The user interrupts the connection of the video call from their video phone.
- The transmission of images recorded by the CAMSCC3G is interrupted and the video call is disconnected.

**Note 2:** for safety reasons, the device always keeps a "List of Authorisations" stored in its internal memory where it saves information on authorised users.

Only authorised users can use the services supplied by the device.

The List of Authorisations can save information on up to 20 users. To be automatically added to the List of Authorisations, users must video call the device and enter correctly its PIN code. The first user on the list is the Administrator, who is authorised to configure the device by using SMS commands (please see the "management" section).

**Note 3:** if a video call is made to the device by a user not on the list – once 20 authorised users are listed and stored in the memory - the device will not recognise the caller, who will be unable to connect to the device.

**Warning 1:** do not conceal your number while making a video call. The device will be unable to recognise the caller and will refuse the connection.

**Note 4:** CAMSCC3G video services can be used even when the charger is disconnected. A video call will not be connected if battery capacity is insufficient (below 5%).

**Note 5:** Video calls will be terminated if battery capacity has reached its minimum operative level (below 5%) and an authorised user calls and activates the device. The user will receive a warning that the battery is low before the call is terminated.

**Note 6:** the CAMSCC3G must be placed in a fixed position. To ensure that video call quality remains high, place the device in an appropriate position checking the network LED [J] - which shows the strength of the radio signal received by the device.

## 9. Advanced functions for the limited access mode

### Management

- Only the administrator - the first user saved on the device's List of Authorisations – is authorised to change settings on the List of Authorisations.
- The Administrator can send commands to the device using SMS text messages. These can be used to change a number of settings on the List of Authorisations.
- The Administrator can use 6 different commands. They are:
  - 1) Change the number of users saved on the List of Authorisations;
  - 2) Change the Administrator's number;
  - 3) Delete an authorised user;
  - 4) Delete all authorised users;
  - 5) Enter a number as an authorised user;
  - 6) change the PIN code.

**Note:** SMS COMMANDS are not caps sensitive.

**Warning:** Should the Administrator change his/her video phone – for example following an MNP request – we recommend the new number be saved as Administrator. For any problems connected to an Administrator number change, please contact Customer Services.

### 1) To change the number of users saved in the List of Authorisations

- The List of Authorisations has been programmed to save 20 authorised users. The Administrator can change this predefined number to any number between 1 and 20 by sending an SMS message to the device containing the following text:

**#modlist\*[NUMBER]#[PIN]#**

**Note:** [NUMBER] must be a number between 1 and 20.

[PIN] is the correct 4 digit pin code

For example, the following message can be sent to limit the List of Authorisations to only 3 users: #modlist\*3#1234#

**Warning:** All information on excess users will be automatically deleted once the number of users saved in the List of Authorisations is changed, if the new number is lower than the previous one.

- No more than 20 users can be saved on the List of Authorisations



**2) To change the Administrator's telephone number:**

- The Administrator's telephone number can be changed by sending an SMS text message to the device from the Administrator's phone.

**Warning:** The Administrator's number can only be changed five times. Please contact Customer Services if the number needs to be changed again after five changes.

- To change this number, the Administrator must send an SMS message to the device containing the following text:

**#changead\*[OLDNUMBER]\*[NEWNUMBER]#[PIN]#**

**Note:** [OLDNUMBER] is the Administrator's old number.  
[NEWNUMBER] is the new Administrator number.  
[PIN] is the correct 4 digit pin code

For example if:

(OLD NUMBER) = +3931111111

(NEW NUMBER) = +3932222222

(PIN) = 1234

SMS Command: #changead\*+393931111111\*+393932222222#1234#

**3) To delete a specific authorised user**

- A specific authorised user can be deleted by sending an SMS message to the device from the Administrator phone containing the following text:

**#del\*[NUMBER]#[PIN]#**

**Note:** [NUMBER] is the user number you want to delete.  
[PIN] is the correct 4 digit pin code  
For example, send the following command to delete the number +3931234567 from the List of Authorisations: #del\*+393931234567#1234#

**Warning:** The Administrator number cannot be deleted by sending this command.

**4) To delete all authorised users**

- All authorised users can be deleted from the List of Authorisations by sending an SMS message to the device from the Administrator phone containing the following text:

**#deluser#[PIN]#**

**Note:** [PIN] is the correct 4 digit pin code  
For example: #deluser#1234#

**Warning:** All users will be deleted from the List of Authorisations once the device has received the command, with the exception of the Administrator.

**5) To enter new numbers as authorised users**

- A specific authorised user can be added to the List of Authorisations by sending an SMS message to the device from the Administrator phone containing the following text:

**#add\*[NUMBER]#[PIN]#**

**Note:** [NUMBER] is the number you want to add to the List of Authorisations.  
[PIN] is the correct 4 digit pin code  
For example, if you want to add the number +3937654321 to the List as an authorised user: #add#+393937654321#1234#

**Warning:** The [NUMBER] will not be added to the List of Authorisations once the number of numbers saved on the list has reached its limit. The SMS message will be ignored if the [NUMBER] is already found on the list.

## 6) To change the PIN code

- The PIN code can be changed by sending an SMS message to the device from the Administrator phone containing the following text:

**#pin\*[NEW\_PIN]#[PIN] #**

**Note:** [NEW PIN] is the 4 digit number you want to use as a PIN code.

[PIN] is the 4 digit number you want to change.

For example send the following message to change PIN 1234 to a new PIN 0987:

#PIN\*0987#1234#

Refer to the table below for an overview of all Administrator SMS commands.

SMS Command	Description
<b>#modlist*[NUMBER]#[PIN]#</b> Example: <b>#modlist*3#1234#</b>	Use to change the number of users saved on the List of Authorisations
<b>#changead*[OLDNUMBER]*[NEWNUMBER]#[PIN]#</b> Example: <b>#changead*+39393111111*+39393222222#1234#</b>	Use to change the telephone number belonging to the Administrator
<b>#del*[NUMBER]#[PIN]#</b> Example: <b>#del*+393931234567#1234#</b>	Use to delete a specific authorised user
<b>#deluser#[PIN]#</b> Example: <b>#deluser#1234#</b>	Use to delete all authorised users
<b>#add*[NUMBER]#[PIN]#</b> Example: <b>#add*+393937654321#1234#</b>	Use to enter new numbers as authorised users
<b>#pin*[NEW_PIN]#[PIN] #</b> Example: <b>#pin*0987#1234#</b>	Use to change the PIN code

## 10. Problem solving

- A list is provided below describing a series of situations which may take place while the device is in use. Please check the list before contacting Customer Services.

### P1. Restarting the device (resetting procedure)

- The device can be restarted by pressing the reset button and keeping it pressed for at least 5 seconds.

**Note:** The device will be automatically restarted by pressing the reset button. All users will be deleted from the List of Authorisations, with the exception of the Administrator and the PIN code.

### P2. The Network LED is off

- Check that the USIM card has been inserted into the USIM slot and that is correctly locked.
- If the USIM card has been inserted and locked correctly and the Network Light is still off, press the reset button for 5 seconds to restart the device.

**Note:** All users will be deleted from the List of Authorisations once the device is reset, with the exception of the Administrator.

- Please contact Customer Services if the device still fails to function properly after it has been reset.

### P3. The network LED is red and continues flashing on and off

- Check that the USIM card has been inserted into the USIM slot and that is correctly locked.
- If the network LED stays red and continues to flash on and off, move the device to another position because the radio signal is insufficient in that particular position.
- Using your video phone, check for UMTS network coverage.
- If the LED has not changed to yellow or green after you have tried a number of different positions, press the reset button for 5 seconds to restart the device.

**Note:** All users will be deleted from the List of Authorisations once the device is reset, with the exception of the Administrator.

- Please contact Customer Services if the device still fails to function properly after it has been reset.

#### **P4. The battery LED is red and continues flashing on and off**

- Check that the USIM card has been inserted into the USIM slot and that it is correctly locked.
- Check that the charger is properly connected to the device and that it has been connected to a 220v AC power supply for at least 3 hours.
- If the charger has been connected to the device in a correct manner and if it has been connected to a 220V AC power supply for at least 3 hours and the battery LED is still red and continues flashing on and off, press the reset button for 5 seconds to restart the device.

**Note:** All users will be deleted from the List of Authorisations once the device is reset, with the exception of the Administrator.

- Please contact Customer Services if the device still fails to function properly after it has been reset.

#### **P5. The battery and network lights are red and remain on**

- If both the network and battery LEDs are red and remain on (but are not flashing), perform the procedure to switch off/restart the device.
- Move the battery switch **[G]** from the "ON" to the "OFF" position to switch off the device.
- Move the battery switch **[G]** from the "OFF" to the "ON" position to switch on the device.
- Please contact Customer Services if, after carrying out the procedure to switch off/restart the device, both the Network and Battery Lights are red and remain on (but are not flashing).

#### **P6. SMS command errors when configuring the device**

- The device will ignore all SMS text messages it receives containing errors and syntax mistakes. It will also ignore all SMS text messages sent by users without Administrator privileges. If you have made a mistake, just send a new, valid SMS text message.

#### **P7. The device does not switch on when I move the Power switch**

- First of all, switch off the device, remove and reconnect the charger; then attempt to switch on the device again. If the charger is not connected to the device, charge up the battery completely and try again.
- If the device still does not switch on and the battery is completely charged, carry out the switch off/restart procedure.
- To switch off/restart the device:
  - Move the battery switch from the "ON" to the "OFF" position to switch off the device completely.
  - Move the battery switch from the "OFF" to the "ON" position to switch on the device.
- Please contact Customer Services if the device still fails to function properly after it has been reset.

## 11. Important security information

Please read the following information before using the CAMSCC3G.

Carefully read the following precautions in order to reduce the risk of personal injury from electric shocks, fires and to reduce the risk of damaging the equipment.

### General precautions

#### Precautions for the battery and for the adaptor

- Never connect or disconnect the AC current adaptor with wet hands. Connecting or disconnecting the AC current adaptor from a power supply with wet hands may cause an electric shock.
- Never place the AC current adaptor on wooden surfaces (or any other surface which could be damaged by heat) when in use because its temperature rises when it is on. Always place it on materials which isolate heat.
- Never cover the AC adaptor with an object when in use and never place it next to a heat source. An excessive increase in temperature could prejudice its functioning.
- Do not dismantle or attempt to repair the AC adaptor and never change its plugs or wires. You could run the risk of receiving an electric shock.
- Do not dismantle or modify the battery.
- Stop using the device if you have noted anomalous temperatures, smells, staining or deformations or if it behaves in an abnormal manner when in use, while charging or when stored.

A continued use of the CAMSCC3G video camera under any of these conditions could lead to the combustion of battery liquids or could cause the battery to crack.

- Do not touch any liquids leaking out from a damaged battery for any reason. This liquid may cause serious lesions if it comes into contact with the skin or eyes. If the liquid comes into contact with the eyes rinse, thoroughly with clean water and contact a doctor immediately.
- If the liquid comes into contact with clothing or skin, wash immediately with clean water.
- Always use the cloths supplied in the package to clean the camera's lenses and always use a wet or antistatic cloth to clean the device. Do not use chemical detergents or abrasives as these could damage the device.

#### Third party equipment

The use of equipment, AC adaptors or third party accessories which have not been manufactured or authorised by VELLEMAN invalidate the product's warranty and prejudice the safety of the device itself.

#### Precautions for repairs

No part of the device, battery or charger may be repaired by the user. Do not attempt to dismantle or repair these parts on your own as it may lead to fires, electric shocks and faults. Always contact an authorised customer services centre for repairs and substitutions.

## 12. Technical specifications

Alarm video call	- Through the NC contact
Heater	- Automatic power supply thermostat 12 Vcc/24Vac - Temperature range $-25^{\circ}$ $+70^{\circ}$ C°
Technology	- UMTS
Weight and size	- LxWxH: 200x80x80
Camera	- CCD100k pixel, 352x288 - Field angle 58" diagonal, 46" horizontal, 38" vertical
Connectivity	- USB port for SW updates
Microphone	- Sensitivity greater – 40 dB
Video calls	- Answers and makes video calls from every operator
Messages	- Receives SMS text configuration messages
Battery	- 2200mAh for an autonomy of 330 hours in standby, 4 hours of video calls, 3,2 hours of video calls during the night.
Privacy	- Limits incoming video calls to up to 20 numbers, not contemporary
Security	- Access is granted to see the images by entering a PIN code
Other characteristics	- LED battery light, cover for malfunctions
	- Reset button
	- Wall support bracket

**Use this device with original accessories only. Velleman nv cannot be held responsible in the event of damage or injury resulted from (incorrect) use of this device.**

**For more info concerning this product, please visit our website [www.velleman.eu](http://www.velleman.eu). The information in this manual is subject to change without prior notice.**

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**Velleman® Service and Quality Warranty**

Velleman® has over 35 years of experience in the electronics world and distributes its products in more than 85 countries.

All our products fulfil strict quality requirements and legal stipulations in the EU. In order to ensure the quality, our products regularly go through an extra quality check, both by an internal quality department and by specialized external organisations. If, all precautionary measures notwithstanding, problems should occur, please make appeal to our warranty (see guarantee conditions).

**General Warranty Conditions Concerning Consumer Products (for EU):**

- All consumer products are subject to a 24-month warranty on production flaws and defective material as from the original date of purchase.
- Velleman® can decide to replace an article with an equivalent article, or to refund the retail value totally or partially when the complaint is valid and a free repair or replacement of the article is impossible, or if the expenses are out of proportion. You will be delivered a replacing article or a refund at the value of 100% of the purchase price in case of a flaw occurred in the first year after the date of purchase and delivery, or a replacing article at 50% of the purchase price or a refund at the value of 50% of the retail value in case of a flaw occurred in the second year after the date of purchase and delivery.
- **Not covered by warranty:**
  - all direct or indirect damage caused after delivery to the article (e.g. by oxidation, shocks, falls, dust, dirt, humidity...), and by the article, as well as its contents (e.g. data loss), compensation for loss of profits;
  - frequently replaced consumable goods, parts or accessories such as batteries, lamps, rubber parts, drive belts... (unlimited list);
  - flaws resulting from fire, water damage, lightning, accident, natural disaster, etc. ...;
  - flaws caused deliberately, negligently or resulting from improper handling, negligent maintenance, abusive use or use contrary to the manufacturer's instructions;
  - damage caused by a commercial, professional or collective use of the article (the warranty validity will be reduced to six (6) months when the article is used professionally);
  - damage resulting from an inappropriate packing and shipping of the article;
  - all damage caused by modification, repair or alteration performed by a third party without written permission by Velleman®.
- Articles to be repaired must be delivered to your Velleman® dealer, solidly packed (preferably in the original packaging), and be completed with the original receipt of purchase and a clear flaw description.
- Hint: In order to save on cost and time, please reread the manual and check if the flaw is caused by obvious causes prior to presenting the article for repair. Note that returning a non-defective article can also involve handling costs.
- Repairs occurring after warranty expiration are subject to shipping costs.
- The above conditions are without prejudice to all commercial warranties.

**The above enumeration is subject to modification according to the article (see article's manual).**

**Velleman® service- en kwaliteitsgarantie**

Velleman® heeft ruim 35 jaar ervaring in de elektronica-wereld en verdeelt in meer dan 85 landen.

Al onze producten beantwoorden aan strikte kwaliteitseisen en aan de wettelijke bepalingen geldig in de EU. Om de kwaliteit te waarborgen,

ondergaan onze producten op regelmatige tijdstippen een extra externe controle, zowel door onze eigen kwaliteitsafdeling als door externe gespecialiseerde organisaties. Mocht er ondanks deze voorzorgen toch een probleem optreden, dan kunt u steeds een beroep doen op onze waarborg (zie waarborgvoorwaarden).

**Algemene waarborgvoorwaarden consumentengoederen (voor Europese Unie):**

- Op alle consumentengoederen geldt een garantieperiode van 24 maanden op productie- en materiaalfouten en dit vanaf de oorspronkelijke aankoopdatum.
- Indien de klacht gegrond is en een gratis reparatie of vervanging van een artikel onmogelijk is of indien de kosten hiervoor buiten verhouding zijn, kan Velleman® beslissen het desbetreffende artikel te vervangen door een gelijkwaardig artikel of de aankoopsom van het artikel gedeeltelijk of volledig terug te betalen. In dat geval krijgt u een vervangend product of terugbetaling ter waarde van 100% van

de aankoopsom bij ontdekking van een gebrek tot één jaar na aankoop en levering, of een vervangend product tegen 50% van de kostprijs of terugbetaling van 50 % bij ontdekking na één jaar tot 2 jaar.

**• Valt niet onder waarborg:**

- alle rechtstreekse of onrechtstreekse schade na de levering veroorzaakt aan het toestel (bv. door oxidatie, schokken, val, stof, vuil, vocht...), en door het toestel, alsook zijn inhoud (bv. verlies van data), vergoeding voor eventuele winstderving.
- verbruiksgoederen, onderdelen of hulpstukken die regelmatig dienen te worden vervangen, zoals bv. batterijen, lampen, rubberen onderdelen, aandrijfriemen... (onbepaalde lijst).
- defecten ten gevolge van brand, waterschade, bliksem, ongevallen, natuurrampen, enz.
- defecten veroorzaakt door opzet, nalatigheid of door een onoordeelkundige behandeling, slecht onderhoud of abnormaal gebruik of gebruik van het toestel strijdig met de voorschriften van de fabrikant.
- schade ten gevolge van een commercieel, professioneel of collectief gebruik van het apparaat (bij professioneel gebruik wordt de garantieperiode herleid tot 6 maanden).
- schade veroorzaakt door onvoldoende bescherming bij transport van het apparaat.
- alle schade door wijzigingen, reparaties of modificaties uitgevoerd door derden zonder toestemming van Velleman®.
- Toestellen dienen ter reparatie aangeboden te worden bij uw Velleman®-verdelers. Het toestel dient verzegeld te zijn van het oorspronkelijke aankoopbewijs. Zorg voor een degelijke verpakking (bij voorkeur de originele verpakking) en voeg een duidelijk foutomschrijving bij.
- Tip: alvorens het toestel voor reparatie aan te bieden, kijk nog eens na of er geen voor de hand liggende reden is waarom het toestel niet naar behoren werkt (zie handleiding). Op deze wijze kunt u kosten en tijd besparen. Denk eraan dat er ook voor niet-defecte toestellen een kost voor controle aangerekend kan worden.
- Bij reparaties buiten de waarborgperiode zullen transportkosten aangerekend worden.
- Elke commerciële garantie laat deze rechten onverminderd.

**Bovenstaande opsomming kan eventueel aangepast worden naargelang de aard van het product (zie handleiding van het betreffende product).**

**Garantie de service et de qualité Velleman®**

Velleman® jouit d'une expérience de plus de 35 ans dans le monde de l'électronique avec une distribution dans plus de 85 pays. Tous nos produits répondent à des exigences de qualité rigoureuses et à des dispositions légales en vigueur dans l'UE. Afin de garantir la qualité, nous soumettons régulièrement nos produits à des contrôles de qualité supplémentaires, tant par notre propre service qualité que par un service qualité externe. Dans le cas improbable d'un défaut malgré toutes les précautions, il est possible d'invoquer notre garantie (voir les conditions de garantie).

**Conditions générales concernant la garantie sur les produits grand public (pour l'UE) :**

- tout produit grand public est garanti 24 mois contre tout vice de production ou de matériaux à dater du jour d'acquisition effective ;
- si la plainte est justifiée et que la réparation ou le remplacement d'un article est jugé impossible, ou lorsque les coûts s'avèrent disproportionnés, Velleman® s'autorise à remplacer ledit article par un article équivalent ou à rembourser la totalité ou une partie du prix d'achat. Le cas échéant, il vous sera consenti un article de remplacement ou le remboursement complet du prix d'achat lors d'un défaut dans un délai de 1 an après l'achat et la livraison, ou un article de remplacement moyennant 50% du prix d'achat ou le remboursement de 50% du prix d'achat lors d'un défaut après 1 à 2 ans.
- **sont par conséquent exclus :**
  - tout dommage direct ou indirect survenu à l'article après livraison (p.ex. dommage lié à l'oxydation, choc, chute, poussière, sable, impureté...) et provoqué par l'appareil, ainsi que son contenu (p.ex. perte de données) et une indemnisation éventuelle pour perte de revenus ;
  - tout bien de consommation ou accessoire, ou pièce qui nécessite un remplacement régulier comme p.ex. piles, ampoules, pièces en caoutchouc, courroies... (liste illimitée) ;
  - tout dommage qui résulte d'un incendie, de la foudre, d'un accident, d'une catastrophe naturelle, etc. ;
  - tout dommage provoqué par une négligence, volontaire ou non, une utilisation ou un entretien incorrects, ou une utilisation de l'appareil contraire aux prescriptions du fabricant ;
  - tout dommage à cause d'une utilisation commerciale, professionnelle ou collective de l'appareil (la période de garantie sera réduite à 6 mois lors d'une utilisation professionnelle) ;

- tout dommage à l'appareil qui résulte d'une utilisation incorrecte ou différente que celle pour laquelle il a été initialement prévu comme décrit dans la notice ;
- tout dommage engendré par un retour de l'appareil emballé dans un conditionnement non ou insuffisamment protégé.
- toute réparation ou modification effectuée par une tierce personne sans l'autorisation explicite de SA Velleman® ; - frais de transport de et vers Velleman® si l'appareil n'est plus couvert sous la garantie.
- toute réparation sera fournie par l'endroit de l'achat. L'appareil doit nécessairement être accompagné du bon d'achat d'origine et être dûment conditionné (de préférence dans l'emballage d'origine avec mention du défaut) ;
- tuyau : il est conseillé de consulter la notice et de contrôler câbles, piles, etc. avant de retourner l'appareil. Un appareil retourné jugé défectueux qui s'avère en bon état de marche pourra faire l'objet d'une note de frais à charge du consommateur ;
- une réparation effectuée en-dehors de la période de garantie fera l'objet de frais de transport ;
- toute garantie commerciale ne porte pas atteinte aux conditions susmentionnées.

**La liste susmentionnée peut être sujette à une complémentation selon le type de l'article et être mentionnée dans la notice d'emploi.**

## DE

### Velleman® Service- und Qualitätsgarantie

Velleman® hat gut 35 Jahre Erfahrung in der Elektronikwelt und vertreibt seine Produkte in über 85 Ländern. Alle Produkte entsprechen den strengen Qualitätsforderungen und gesetzlichen Anforderungen in der EU. Um die Qualität zu gewährleisten werden unsere Produkte regelmäßig einer zusätzlichen Qualitätskontrolle unterworfen, sowohl von unserer eigenen Qualitätsabteilung als auch von externen spezialisierten Organisationen. Sollten, trotz aller Vorsichtsmaßnahmen, Probleme auftreten, nehmen Sie bitte die Garantie in Anspruch (siehe Garantiebedingungen).

#### Allgemeine Garantiebedingungen in Bezug auf Konsumgüter (für die Europäische Union):

- Alle Produkte haben für Material- oder Herstellungsfehler eine Garantieperiode von 24 Monaten ab Verkaufsdatum.
- Wenn die Klage berechtigt ist und falls eine kostenlose Reparatur oder ein Austausch des Gerätes unmöglich ist, oder wenn die Kosten dafür unverhältnismäßig sind, kann Velleman® sich darüber entscheiden, dieses Produkt durch ein gleiches Produkt zu ersetzen oder die Kaufsumme ganz oder teilweise zurückzuzahlen. In diesem Fall erhalten Sie ein Ersatzprodukt oder eine Rückzahlung im Werte von 100% der Kaufsumme im Falle eines Defektes bis zu 1 Jahr nach Kauf oder Lieferung, oder Sie bekommen ein Ersatzprodukt im Werte von 50% der Kaufsumme oder eine Rückzahlung im Werte von 50 % im Falle eines Defektes im zweiten Jahr.
- **Von der Garantie ausgeschlossen sind:**
  - alle direkten oder indirekten Schäden, die nach Lieferung am Gerät und durch das Gerät verursacht werden (z.B. Oxidation, Stöße, Fall, Staub, Schmutz, Feuchtigkeit, ...), sowie auch der Inhalt (z.B. Datenvverlust), Entschädigung für eventuellen Gewinnausfall.
  - Verbrauchsgüter, Teile oder Zubehöriteile, die regelmäßig ausgetauscht werden, wie z.B. Batterien, Lampen, Gummiteile, Treibriemen, usw. (unbeschränkte Liste).
  - Schäden verursacht durch Brandschaden, Wasserschaden, Blitz, Unfälle, Naturkatastrophen, usw.
  - Schäden verursacht durch absichtliche, nachlässige oder unsachgemäße Anwendung, schlechte Wartung, zweckfremdete Anwendung oder Nichtbeachtung von Benutzerhinweisen in der Bedienungsanleitung.
  - Schäden infolge einer kommerziellen, professionellen oder kollektiven Anwendung des Gerätes (bei gewerblicher Anwendung wird die Garantieperiode auf 6 Monate zurückgeführt).
  - Schäden verursacht durch eine unsachgemäße Verpackung und unsachgemäßen Transport des Gerätes.
  - alle Schäden verursacht durch unautorisierte Änderungen, Reparaturen oder Modifikationen, die von einem Dritten ohne Erlaubnis von Velleman® vorgenommen werden.
  - Im Fall einer Reparatur, wenden Sie sich an Ihren Velleman®-Verteiler. Legen Sie das Produkt ordnungsgemäß verpackt (vorzugsweise die Originalverpackung) und mit dem Original-Kaufbeleg vor. Fügen Sie eine deutliche Fehlerumschreibung hinzu.
  - Hinweis: Um Kosten und Zeit zu sparen, lesen Sie die Bedienungsanleitung nochmals und überprüfen Sie, ob es keinen auf der Hand liegenden Grund gibt, ehe Sie das Gerät zur Reparatur zurückschicken. Stellt sich bei der Überprüfung des Geräts heraus, dass kein Geräteschaden vorliegt, konnte dem Kunden eine Untersuchungspauschale berechnet.
  - Für Reparaturen nach Ablauf der Garantiefrist werden Transportkosten berechnet.
  - Jede kommerzielle Garantie lässt diese Rechte unberührt.

**Die oben stehende Aufzählung kann eventuell angepasst werden gemäß der Art des Produktes (siehe Bedienungsanleitung des Gerätes).**

## ES

### Garantía de servicio y calidad Velleman®

Velleman® disfruta de una experiencia de más de 35 años en el mundo de la electrónica con una distribución en más de 85 países. Todos nuestros productos responden a normas de calidad rigurosas y disposiciones legales vigentes en la UE. Para garantizar la calidad, sometimos nuestros productos regularmente a controles de calidad adicionales, tanto por nuestro propio servicio de calidad como por un servicio de calidad externo. En el caso improbable de que surgieran problemas a pesar de todas las precauciones, es posible apelar a nuestra garantía (véase las condiciones de garantía).

#### Condiciones generales referentes a la garantía sobre productos de venta al público (para la Unión Europea):

- Todos los productos de venta al público tienen un periodo de garantía de 24 meses contra errores de producción o errores en materiales desde la adquisición original:
- Si la queja está fundada y si la reparación o la sustitución de un artículo es imposible, o si los gastos son desproporcionados, Velleman® autoriza reemplazar el artículo por un artículo equivalente o reembolsar la totalidad o una parte del precio de compra. En este caso, recibirá un artículo de recambio o el reembolso completo del precio de compra al descubrir un defecto hasta un año después de la compra y la entrega, o un artículo de recambio al 50% del precio de compra o la sustitución de un 50% del precio de compra al descubrir un defecto después de 1 a 2 años.
- **Por consiguiente, están excluidos entre otras cosas:**
  - todos los daños causados directamente o indirectamente al aparato y su contenido después de la entrega (p.ej. por oxidación, choques, caída,...) y causados por el aparato, al igual que el contenido (p.ej. pérdida de datos) y una indemnización eventual para falta de ganancias;
  - partes o accesorios que deban ser reemplazados regularmente, como por ejemplo baterías, lámparas, partes de goma, ... (lista ilimitada)
  - defectos causados por un incendio, daños causados por el agua, rayos, accidentes, catástrofes naturales, etc. ;
  - defectos causados a conciencia, descuido o por malos tratos, un mantenimiento inapropiado o un uso anormal del aparato contrario a las instrucciones del fabricante;
  - daños causados por un uso comercial, profesional o colectivo del aparato (el periodo de garantía se reducirá a 6 meses con uso profesional) ;
  - daños causados por un uso incorrecto o un uso ajeno al que está previsto el producto inicialmente como está descrito en el manual del usuario ;
  - daños causados por una protección insuficiente al transportar el aparato.
  - daños causados por reparaciones o modificaciones efectuadas por una tercera persona sin la autorización explícita de SA Velleman® ;
  - se calcula gastos de transporte de y a Velleman® si el aparato ya no está cubierto por la garantía.
  - Cualquier reparación se efectuará por el lugar de compra. Devuelva el aparato con la factura de compra original y téngalo en un embalaje sólido (preferentemente el embalaje original). Incluya también una buena descripción del defecto :
    - Consejo: Lea el manual del usuario y controle los cables, las pilas, etc. antes de devolver el aparato. Si no se encuentra un defecto en el artículo los gastos podrían correr a cargo del cliente;
    - Los gastos de transporte correrán a cargo del cliente para una reparación efectuada fuera del periodo de garantía.
    - Cualquier gesto comercial no disminuye estos derechos.

**La lista previamente mencionada puede ser adaptada según el tipo de artículo (véase el manual del usuario del artículo en cuestión)**